



Changzhou Ristar Cycle Co., Ltd
Changzhou Ristar Electronic & Machinery Co., Ltd
Add:NO.201, ZouxinRoad, Zouqu Town, Changzhou City, Jiangsu Prov, China
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Warranty and Claim Settlement

Purpose:

This procedure is to standardize the after-sales service for exporting e bikes and related products, settle the claims efficiently and improve our after-sales service.

1.Appearance quality problem found out at the time when ebikes are unloaded:

1.1 FCL order

The Buyer should inspect the appearance of packing cartons for all e bikes without any delay during unloading. If any damage is found and that damage is not caused by the buyer itself, then the Buyer should take enough photos or videos without moving the cargos.

here Cargo means any products Ristar ships to the Buyer), call the insurance company and apply for survey immediately or contact Ristar without any delay. Don't move the cargos without insurance company's permission if under insurance.

The insurance company should issue a written report after survey. If survey report shows the appearance quality problem is Ristar's responsibility, please show Ristar the written report within 10 days after getting the cargos released by local customs. At the same time, the Buyer should send Ristar relevant photos to show the appearance quality problem. Otherwise, Ristar considers there is no appearance quality problem to the cargos or the appearance quality problem is not under Ristar's responsibility.

In any case, whether the appearance quality problem is Ristar's responsibility or not, pls keep enough pictures or videos, Ristar will analyse based on these pictures or videos mainly!

1.2 LCL order

1.2.1 samples sent by courier including air express and sea express

The buyer should inspect the appearance of packing cartons, if any damaged, pls open in front of delivery man, and inspect the appearance of e bike, if e bikes broken, pls issue a damage statement or reject to accept.

1.2.2 samples sent by sea.

Both CIF and FOB, the buyer should inspect the appearance of packing cartons for all e bikes without any delay. And pls keep enough pictures or videos if any damages happened.

NOTE, Special requirements on photos to be provided by the Buyer to Ristar for claim:

Any photo for claim on appearance quality problem should be taken in the spot of ebikes unloading. It can reflect the actual situation of the claimed problems found during ebikes unloading.

For electric bikes loaded in SKD (semi-knock-down), the photo for any appearance problem should be taken before re-assembly.

2. Quality Problem found within one year after shipping date

Ristar provides limited warranty time for some key parts (starting from the shipping date):

Frame-----24months

Samsung Lithium battery ----- 24 months



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Bafang motor ----- 24 months
Other brand motor and battery----- 12 months
Charger----12 months
Controller--12 months
Display--12 months
Brake lever--12 months
Throttle --12 months

Quality problems during using e bikes are categorized into two types:

One is Individual Problem, another is Massive Failure:

1) Individual Problem -- Problem happened during daily use that does not belong to massive failure. Ristar provides free spare parts valuing 1% of FOB price of ordered e bikes to cover Individual Problem of any component parts happening within 12 months after shipping date. Ristar has the responsibility to recommend "Rapid Wear Parts List". The Buyer should choose the free spare parts as per the "Rapid Wear Parts List" or Ristar does that for the Buyer.

1% of FOB price spare parts subject to each order, for example some orders clients prefer discount directly.

2) Massive failure

- Except "Rapid Wear Parts", 20% of any other component parts are found with the same problem in any single shipment within 4 months from shipping date is defined as Massive Failure. Or 50% of Rapid Wear Parts are found with the same problem in Any single shipment within 4 months from the shipping date is also defined as Massive Failure. Ristar will cover the cost for fixing massive failure including labor cost. And Massive Failure is only applied to the order with more than 10 e bikes. When the quantity of one shipment is less than 5 units, any problem will not be considered as Massive Failure unless the problem has been approved as Massive Failure for previous shipments.

- The Buyer is required to send Massive Failure claim to Ristar within 4 months after shipping date with detailed photos and other proofs. For any massively failed part, the Buyer is required to take photo to prove its quantity. Meanwhile the Buyer is required to keep those massively failed parts properly. Once Ristar asks the Buyer to send those parts back to Ristar for checking, the Buyer is required to help Ristar to arrange the delivery, and Ristar will cover that freight.

- Once any massive failure is confirmed, those corresponding parts failed within 4 months will be replaced by Ristar one time. The failed parts found after 4 months but within 1 year after shipping date, the replacement will be done every 3 months based on the actual failed quantity.

Special remarks:

The steel parts on our e bikes have been treated by anti-rust process, we are not responsible for any claim of rust.

3. Shortage or wrong shipment:

If any shortage or wrong shipment is found, the customer is required to inform Ristar within 10 days after getting the cargos released by local customs. All claims after that will be regarded void. This type of claim is also required to be supported by relative photos, if any.

4. Following problems are excluded from the warranty by Ristar:

- Damage caused by improper unloading;
- Damage caused by improper assembly;
- Damage caused by improper operation;
- Damage caused by improper and unauthorized maintenance;
- Damage caused by natural disaster and/or accidents, or any other uncontrolled reasons.
- Damage caused by the components not ordered directly from Ristar.

5. Compensation:



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1) For the appearance quality problem found out during the container unloading:

For the appearance quality problem found during the container unloading or after the container loading, if the problem proves to be covered by the insurance company, the Buyer should get the compensation from the insurance company directly; if the problem is proved to be Ristar's responsibility, Ristar will cover the cost to repair the problem. However the repair cost shouldn't exceed the cost of the replacement part and the freight to send the replacement part to buyer.

2) For shortage and wrong shipment:

Ristar should resend or replace relevant cargos and afford freight and labor cost if any.

3) For Massive Failure:

Ristar will provide replaced parts for the defective parts found out within 4 months and cover the ocean freight.

SPECIAL REMARKS:

In any case, once Ristar agrees that the repair or replacement can be handled by the Buyer locally, Ristar will refund the Buyer all repair or replacement costs to some extent.

6. The Buyer's Responsibility and Obligation

1) Under FOB price terms, the Buyer should apply all-risk insurance to the cargos under warehouse to warehouse terms. Otherwise, for any damage or loss, if there is no enough evidence to approve that it's Ristar's responsibility, Ristar will not cover that.

2) The Buyer should inspect the quality, quantity, function, performance, etc. in the valid claim period after receiving the cargos. If any problem found, please advise Ristar in time.

3) The Buyer should operate and maintain the vehicle based on users' manual.

4) The Buyer should apply customs clearance in time to avoid demurrage.

5) The Buyer is obliged to provide the failure information to Ristar at the end of each month, including both individual failure and massive failure.

6) When sending any claims to Ristar, the Buyer should provide enough supporting materials such as model number (or part number), frame No., photos, problem description, etc.

7. Ristar's right

1) Under FOB price, Ristar should advise the buyer of the shipping information, so the Buyer can arrange the insurance in time;

2) Ristar doesn't have the responsibility to install the cars or parts for the buyer;

3) Ristar reserves its right to arrange its staff or any other third party to investigate any massive failure claimed by the Buyer. If Ristar's investigation proves that the massive failure is under buyer's responsibility and it is false, the Buyer should refund Ristar all the expense which Ristar has spent to do the investigation;

4) Ristar should settle the claim within 7 working days from the date when customer provides sufficient information.

Update Date: Oct 24th, 2023

Ristar Reserve the Explanation Right to this Procedure.